

IT Expert Services - Building A Reliable IT Foundation for Digital Transformation



CLIENT BACKGROUND



Established in the late 1990s and headquartered in Singapore, this integrated property developer has a strategic focus on logistics and industrial properties. Their impressive track record includes various iconic infrastructure projects in Singapore.

Interlinking strategic investments with their capabilities in property development, this company is an award-winning developer with a strong business presence in Asia and beyond.

CASE STUDY AT A GLANCE



CHALLENGES	<ul style="list-style-type: none"> Finding a managed IT service provider within budget and SLA scope Budget planning due to the variable price structure of existing provider
FUJIFILM BUSINESS INNOVATION SOLUTIONS	<ul style="list-style-type: none"> IT Expert Services subscription with monthly fixed charges, IT helpdesk platform, proactive monitoring and next business day support.
BENEFITS AND RESULTS	<ul style="list-style-type: none"> 100% increase in work productivity with next business day IT support. Previous response time was 14 days. Fixed monthly charges make it easier to plan and manage expenses with less strain on resource management team Remote Monitoring Platform gives greater visibility with IT incident ticket logs and closure status

THE CHALLENGE



Managing numerous private and public sector clients, this leading integrated property developer values professionalism and effective project management to ensure deadlines, budgets and international standards of compliance are always met.

In line with their digital business transformation goals, they outsourced their IT management to an external service provider for support and to manage workloads.

Unfortunately, the IT service provider could not address their IT concerns efficiently and created business challenges that could not be overlooked.

This included difficulty in managing resources and budgets due to the variable cost structure that resulted in the imposition of additional charges depending on the severity of IT cases.

Another significant challenge was the loss in productivity due to a lengthy Service Level Agreement (SLA) period which at times took 14 days resulting in numerous delays and unresolved issues.

Without clear visibility of cost and services rendered, the firm needed a better solution more in line with their business processes and digital transformation framework.



Considering these challenges, the company engaged FUJIFILM Business Innovation Singapore's IT Expert Services (ITES) for a more comprehensive solution to their IT needs.

This solution provides the property developer with professional IT experts available to address all employee IT concerns without additional charges imposed due to the severity of the issues but as part of a fixed monthly subscription.

With this fixed monthly subscription, the firm does not have to worry about hidden fees and can manage their resources more effectively with predictable monthly expenses.

Furthermore, by investing in professional IT support at a fixed cost, ITES promptly addresses day-to-day IT issues and queries. This frees up the IT employees' time so that they can manage their workload better and focus on more pressing IT issues that affect the business.

The existing provider's SLA was not enforced, and this resulted in them responding only when they were available which could be up to 2 weeks later. With ITES, there is a strictly measured and enforced SLA of the next business day. Trained and qualified support engineers will provide first and second level support to users within this SLA.

The property developer can also easily access the remote monitoring platform where all IT incidence ticket logs and closure statuses are reflected.

To ensure the company stays on top of their IT Health Environment, ITES provides 24/7 remote monitoring with comprehensive monthly and quarterly reports. This is a key differentiator to their previous arrangement where informed decisions could not be made due to the lack of data and information about their IT environment.

THE BENEFITS



FUJIFILM Business Innovation Singapore's IT Expert Services (ITES) has made a significant impact to the firm's business operations as well as their digital transformation efforts.

Reliable Next Day SLA and Time Efficiency

ITES has been a gamechanger in helping the developer make better use of their time. In the past, IT employees were unable to predict issue resolution times, and this affected their work life balance.

With ITES's clear SLA, the firm's IT team can rely on the issue resolution time to plan their resources and time better. Furthermore, by reducing the SLA time to the next business day, operational efficiency has significantly improved, and specific tasks can be completed much faster.

100% Increase in Productivity

Before engaging ITES, the company had no visibility of the IT issues logged as there was no system to keep track of the number of incidences and the severity of each issue. Issues were dealt with on a first come first serve basis without a reliable SLA.

With ITES, both FUJIFILM Business Innovation Singapore and the leading property developer can keep track of the number of tickets via a digital helpdesk platform - the platform FUJIFILM Business Innovation Singapore uses to monitor the ticket status and resolve issues.

Improved Resource Management

One of the key benefits for the firm is the fixed monthly subscription cost for outsourced IT support. This empowers the finance team to make more informed spending decisions and plan ahead. Having little to no visibility previously, the finance team had to keep a significant buffer in their budget for IT spending as charges were imposed based on severity.